Report of: Policy, Performance and Communications Manager

To: City Executive Board

Date: 3 September 2008   **Item No:**

Title of Report: 1st Quarter 2008/09 Performance Report

Summary and Recommendations

Purpose of report: This report highlights the performance for the first quarter (April – June) 2008/09 in the areas of specific interest for City Executive Board

Key decision: No

Board member: Cllr Bob Price

Report Approved by:
Board member: Cllr Ed Turner in absence of Cllr Bob Price
Finance: Mark Jones
Legal: Lindsay Cane

Policy Framework: Corporate Plan priority – transforming Oxford City Council by improving value for money and service performance

Recommendation(s): Note the report

Background and context

1   This report outlines the 1st quarter performance indicator results. Appendix A lists Director comments on all indicators that are not on target. Appendix B lists the results alongside year-end quartile positions, year-end targets and annual trend. Results are colour coded in accordance to the attainability of their year-end target (on target, within tolerance or intervention / explanation required).

1st Quarter Performance Indicators (PI's)

2   **Improvements**
    Compared to the same time last year, 19 (59%) indicators demonstrated improvement including;

- **Invoices paid on time (BV08).** There was an excellent effort in June with a performance of 98.24% invoices paid within the 30 days target. This is an increase of 0.08% on last month and a massive 2.96% increase on this time last year. This result means that we are currently 0.99% ahead of this year's target of 97.25% but we have now got the impact of annual leave to take into consideration so we must keep focused to maintain this level of performance.

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- **Collection rate for council tax (BV09) -** At the end of June collection of the current year debit had moved on to 30.41%. The comparable position last year was 29.96%. The 2008/09 collectable debit is £60.6m - this is 2.06m (3.51%) higher than last year's figure. The arrears carried forward on April 1st were £5.5m. By the end of June these had dropped by 12.87% and now stand at £4,838k. Taking into account prepayments, total Council Tax receipts for the period April 1st-June 30th were 4.44% higher than in the corresponding period last year.

- **Collection rates for NNDR (BV010) -** Business Rate Collection has been successful in quarter 1. At the end of June, we had collected 34.06% of the current year debit (the corresponding figure last year was 33.71%). The 2008/09 collectable debit is 5.2m (7.13%) higher than in 2007/08. The reasons for this are the increase in the nationally set multiplier, fewer cases receiving transitional relief, and the changing of the legislation relating to rates charged on empty properties. Taking into account prepayments, total NDR receipts for the quarter were 7.7% higher than in the corresponding period last year. Arrears carried forward on April 1st were £1,762k - these had reduced to £1,589k by the end of the quarter.

- **Household waste composted (82b) –** Our quarter 1 result for this BVPI is 14.15% which is an improvement from last year and has resulted in us being in the 2nd quartile. We are on target for meeting the year end target of 13 %.

- **Kilogram of household waste collected per head (84a) -** 76 kg of household waste was collected per head and this has moved us into the best quartile for this measure and seems inline to meet this target come year end.

- **Number of affordable homes delivered (gross) (NI155) -** The development programme issued in Quarter 1 showed unit completions of 228 for 2008/09. The programme for Phase 1 at Rose Hill has now been issued and it is now expected that the overall target of 250 units will be met this year.

- **Number of households living in Temporary Accommodation (NI156) -** We are on target for the year. We have now met the government's 2010 target (476) of reducing the number of households in temporary accommodation by half.

3   **BVPI that show decline and /or are not on target**
Compared to the same time last year, 12 (37.5%) PI's demonstrated a decline in performance.

- **The Race Equality Checklist (BV2b) –** This measure is reliant upon the progress on implementing the equality standard. We are currently in the worst quartile against this indicator. However, Council agreed the Corporate Equality Scheme 2008-11 on 5th August 2008. The Corporate Equality Scheme sets out a clear action plan for improving our performance in this important area and staff are dedicated to implementing this action plan. We are now aiming to

achieve Level 5 of the Equality Standard by 2011. This area will be monitored by CEB and Scrutiny on a quarterly basis.

- **Top 5% earners that are women (BV11a) –** The result of 22.22% is worse then this time last year and as a result we are in the worst quartile. Please see comments in the paragraph above.

- **Sickness Absence (BV12) -** The average absence per employee for quarter 1 across the organisation was 2.94 days. For the same period in 2007/2008 the average number of days that employees took off was 3.05. This means that there has been a reduction of 0.11. The Council has set an annual target of 10 days which gives a quarterly average of 2.5 days. 9 Service Areas achieved an average of less than 2.5 days per person.

- **Number of fraud investigators per 1000 caseload (BV76b) -** 0.28 per 1000 cases is the result for this measure and we are in a worse position then this time last year.

- **Number of fraud investigations per 1000 caseload (BV76c) -** The result of 15.96 per 1000 cases is worse then this time last year (25.43) and thus more work will need to be done to meet this target by year end.

- **Benefit overpayments recovered (BV79b (i)) -** During the first quarter of 2008/09, some 754k of Housing Benefit Overpayments were identified. In the same period 575k was recovered (394k from Housing Benefit). Collection rate on the old BV 79b(i) was 76.29% at the end of June (77.12% at the end of June 2007). The overall total of overpayments outstanding has risen from £3,187k at 31/03/08 to £3,236k at the end of June.

- **Number of potential homelessness cases prevented per 1000 population (BV 213) -** This indicator is cumulative and it therefore inevitably shows sub-optimal results in the early parts of the year. This is reflected in the result of 1.37 per 1000 households and the total number of prevention cases this quarter is 78. The result is below our target of 8 cases per 1000 households and places us in the worst quartile.

    The indicator is restricted to cases in which formally documented casework can be shown to have prevented homelessness. It therefore cannot currently include those cases where no formal application for homelessness assistance is made. This essentially limits reporting to those cases that progress through the Home Choice route, plus a small number of other cases that can be clearly documented, (where, for example, parents are persuaded to allow a young person to remain in the family home). The introduction of improved software for documenting cases where no formal application is made will allow more thorough recording of the Housing Needs Team's work in this are, and thus improve the outcome for this indicator.

4   **Progress against Key Performance Indicators**

City Regeneration
Major planning applications-✓**on target**

% planning appeals that were successful-✓**on target**

Net additional homes provided –**this is a lagging measure thus results are pending**

Number of affordable housing units-✓**on target**

Households in temporary accommodation-✓**on target**

CO2reduction from Local Authority operations-✓**on target**

<u>City Services</u>

% Rent collected-✓**on target**

% Homes decent-✓**on target**

% Council tax collected-✓**close to target**

Time taken to process Housing Benefit/Council Tax Benefit new claims and change of events-✓**close to target**

Household waste recycled and composted-✓**on target**

Residual household waste per household-✓**on target**

Municipal waste land filled (trade waste, street arising and domestic refuse collection)-✓**on target**

Improved street and environmental cleanliness (levels of litter and detritus)-**this information is collated on a trimester basis - to be supplied every four months**

Improved street and environmental cleanliness (fly tipping)-**Currently reviewing how results are collated to unable us to monitor monthly**

<u>Corporate Services</u>

Sickness absence-✗ **not on target**

Level of Equality Standard-✓**on target**

Value for money – total net value of on-going cash-releasing value for money gains that have impacted since the start of the 2008-9 financial year-✓**on target**

Quartile movements

5   The table below shows quartile movements over the previous two years along with projected quartile figures for 2008/09. The quartiles figures used are for the financial year 2006/7.

Year on year quartile shifts
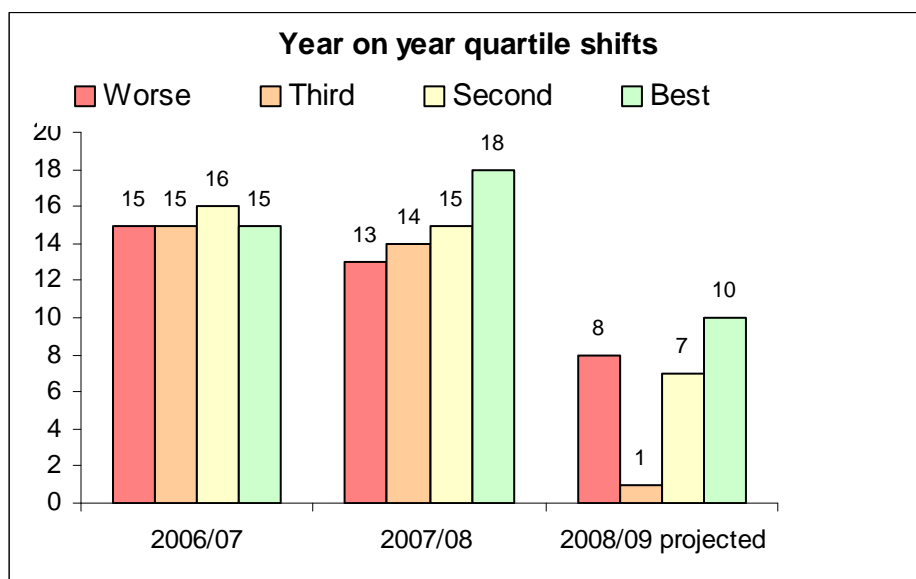
6   The reason for the lack of quartile positions is due to the introduction of NI which do not currently have quartile positions attached thus this graph only shows the quartile movement of old BVPI's.

7   The Board is asked to note the report.

Name and contact details of author:
Shajaat Hussain & Peter McQuitty
Telephone: 01865 252384
Email:shussain@oxford.gov.uk

Background papers: None

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Appendix A

Quarter 1 Summary

Priority Aim	Measure	Result YTD	Colour	Year on Year Trend	Quartile	2008/09 Year End Target
Stronger and more inclusive communities						
Support the development of strong, cohesive communities where diversity is valued.	BV002b(**) The duty to promote race equality checklist score	50.00%	Red	n/a	Worst	60.00%
Ensure that the economic success of the city is shared by all sections of the community.	BV011a (**) % top 5% earners that are women	22.22%	Red	Worse	Worst	30.00%
	BV011b (**) % top 5% earners from BME communities	1.52%	Amber	Better	Second	4.29%
	BV011c (**) % of top 5% earners that have a disability	3.04%	Amber	Better	Second	4.29%
	BV016a(**) % employees declaring DDA	4.54%	Red	Better	Second	6.50%
	BV017a(**) % employees from BME Communities	6.68%	Amber	Worse	Best	9.00%
	NI 180 Changes in Housing Benefit/ Council Tax Benefit entitlements within the year	Work in progress	No Colour	n/a	Not Applicable	6600 -
	NI 181/KPI 10 Time taken to process Housing Benefit/Council Tax Benefit new claims and change events	15.13 days	Amber	n/a	Not Applicable	15.00 days
Work with partner organisations to promote health and social welfare, and to reduce fuel poverty.	BV066b % tenants with more than 7 weeks rent arrears	6.90%	Green	Better	Third	6.60%
	BV066c % tenants in arrears who have Notices Seeking Possession	4.29%	Green	Worse	Best	21.43%
	BV066d % of tenants evicted as a result of rent arrears	0.05%	Green	Better	Best	0.25%
Reduce inequality and improve the lives of the most vulnerable members of our society	BV156 % Council buildings with facilities for and accessible to people with disabilities	84.00%	Green	Better	Not Published	87.00%

(**) - Deontes that indicator is included in the Audit Commission's 'Direction of Travel' or 'CPA Re-classification' tools

Satisfaction BVPIs feature 3 yearly targets that were set in 2006/07

This table includes indicators that can be calculated on a monthly or quarterly basis. It does not include indicators that require annual calculations.

Colour Coding (based on profiled targets):
Red - intervention/explanation required
Amber - within tolerance
Green - on or ahead of target
No colour - not updated or no target set

Quarter 1 Summary

Priority Aim	Measure	Result YTD	Colour	Year on Year Trend	Quartile	2008/09 Year End Target
Transforming the City Council by improving value for money and services provided						
Improve the quality and accessibility of our services and improve customer satisfaction improve performance and offer better value for money.	BV166a//KPI23(**) Score against checklist for Environmental Health	Work in progress	No Colour	n/a		94.00%
Deliver services that are good value for money.	BV008(**) % undisputed invoices paid within 30 days	98.02%	Green	Better	Best	97.25%
	BV009/KPI9(**) collection rates within year for Council Tax	30.41%	Green	Better	Best	97.30%
	BV010(**) collection rates within year for NNDR	34.06%	Green	Better	Best	99.20%
	BV012/KPI16 Average time (in days) per employee lost due to sickness	2.94 Days	Red	Better	Worst	10.00 Days
	BV014 % Staff retiring early	0.08%	Amber	Better	Best	1.50%
	BV015 % Staff retiring on the grounds of ill health	0.00%	Green	Equal	Best	0.07%
	BV066a/KPI 7 % housing rent collected	88.72%	Green	Worse	Worst	97.30%
	BV076b number of fraud investigators/1000 caseload	0.28 per 1000 Cases	Red	Worse	Not Published	0.31 per 1000 Cases
	BV076c(**) number of fraud investigations/1000 caseload	15.96 per 1000 Cases	Red	Worse	Not Published	92.31 per 1000 Cases
	BV076d number of prosecutions & sanctions/1000 caseload	1.38 per 1000 Cases	Green	Better	Not Published	5.53 per 1000 Cases
	BV079a(**) % cases where calculation of benefit was correct	Work in progress	No Colour	n/a		97.50%
	BV079b(i) (**) % this year's overpayments recovered	76.29%	Red	Worse	Second	86.00%
	BV079b(ii) (**) % this year's & all previous years' overpayments recovered	14.60%	Amber	Better	Worst	45.00%
	BV079b(iii) (**) % this year's & all previous years' overpayments written off	3.29%	Red	Worse	Not Published	7.00%
	BV204(**)/KPI 2 % planning of appeals that were successful	50.00%	Red	Better	Worst	40.00%

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Priority Aim	Measure	Result YTD	Colour	Year on Year Trend	Quartile	2008/09 Year End Target
Tackle climate change and promote environmental resource management						
Promote alternative energy sources and maximise fuel efficiency across the Council and the city.	BV063(**) Average SAP rating for LA owned dwelling	70/120	Red	Better	Second	71/120
Increase recycling rates to 45% by 2008 with a long-term goal of zero waste.	BV082a (i) (**) % of household waste recycled	25.20%	Amber	Better	Best	26.00%
	BV082b (i) (**) % of waste composted	14.15%	Green	Better	Second	13.00%
	BV084a(**) Kilograms of household waste collected per head	76 kg	Green	Better	Best	318 kg
	NI 191/KPI 12 Residual household waste per hh (LAA)	121 kg	Green	n/a	Not Applicable	520 kg
	NI 192/KPI 11 Household waste recycled and composted (LAA)	39.35%	Green	n/a	Not Applicable	39.00%
	NI 193/KPI 13 Municipal waste land filled	9812 tonnes	Green	n/a	Not Applicable	42000 tonnes

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Quarter 1 Summary

Priority Aim	Measure	Result YTD	Colour	Year on Year Trend	Quartile	2008/09 Year End Target
More Housing for Oxford, better housing for all						
Increase the quantity and quality of social and affordable housing.	BV212 Average relet time for Council houses in days (Excluding time taken for major works)	**28.40 Days**	Amber	Worse	**Second**	26.00 Days
	NI 155/KPI 4 Number of affordable homes delivered (gross) (LAA)	**77 Homes**	Green	n/a	**Not Applicable**	150 Homes
	NI 158/KPI 8 % decent council homes	84.13%	Green	n/a	**Not Applicable**	88.28%
Tackle and reduce homelessness.	BV202 The number of people sleeping rough on a single night within the area of the local authority	**11 Rough sleepers**	Green	Worse	**Worst**	8 Rough sleepers
	BV213 Number of potential homelessness cases prevented per 1,000 of population	**1 Cases per 1000 Households.**	Red	Worse	**Worst**	8.00 Cases per 1000 Households.
	NI 156/KPI 5 Number of households living in Temporary Accommodation (LAA)	**475 Households**	Green	n/a	**Not Applicable**	450 Households

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Quarter 1 Summary

Priority Aim	Measure	Result YTD	Colour	Year on Year Trend	Quartile	2008/09 Year End Target
Improve the local environment, economy and quality of life						
Seek to sustain the city's economic and cultural status and success.	BV170b Visits/usage in person per 1000 population	82 Visits	Amber	Worse	Not Published	405 Visits
	BV170c School pupil visits to museum	957 Visits	Red	Better	Not Published	4150 Visits
	NI 157a/KPI 1 Processing of planning applications as measured against targets for major applications	50.00%	Amber	n/a	Not Applicable	65.00%
	NI 157b Processing of planning applications as measured against targets for minor applications	71.00%	Red	n/a	Not Applicable	80.00%
	NI 157c Processing of planning applications as measured against targets for other applications	88.00%	Green	n/a	Not Applicable	86.00%
Keep our streets and neighbourhoods clean and tidy.	BV218a % vehicles reported as abandoned investigated within 24 hours	Work in progress	No Colour	n/a		98.00%
	BV218b % abandoned vehicles removed within 24 hours	Work in progress	No Colour	n/a		92.00%

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